

# Versitec Multi-Vendor Services

## Utilizes a Highly-Credentialed, Scalable Workforce

- Approximately 2,100 highly skilled professionals in North America providing multi-vendor support solutions
- Average employee's tenure exceeds 14 years
- Rigorous screening process for new hires and employees, with background checks, drug and proficiency tests
- Partners/subcontractors held to same standards and undergo the same rigorous screening and training as badged employees, allowing for consistent high-quality solutions

### Versitec Utilizes Certified Technicians

**Description** - full-time, "badged" employees who have received technical training, awareness training and background checks so as to provide optimal service levels to healthcare customers.

#### Qualifications and training include:

##### Technical Credentials

- Minimum 12 consecutive months experience as Field Engineer
- Overall performance rating of successful performer or higher on latest 3 evaluations
- Successfully passing exams for Microsoft Certified Professional and Configuring Microsoft Vista Operating Systems or MS Certification Exam or Implementing, Maintaining & Managing MS Windows Server 2003 Network Infrastructure
- Must pass one 'specialty' exam (MS Exchange Serve 2003; MS SQL Server 2005 or other approved Microsoft, Citrix, CompTia, or Cisco CCENT exam)

**Versitec understands the special requirements a healthcare environment demands and has access to over 400 credentialed field engineers for support.**

##### Healthcare Credentials

- Periodic drug testing and background checks
- Awareness training and support in accordance with the OSHA Bloodborne Pathogen Standard
- Hepatitis B vaccine series inoculations
- HIPAA training to provide awareness of the requirements for compliance
- HAZMAT and Material Safety Data Sheets (MSDS) protocol training
- Supplemental clearances and non-disclosure agreements as per standard operating procedures

### Technical Professionals

Field US	1,375
Depot Repair	250
Call Center/Dispatch	120
Logistics Support	85
Field in Canada	230
Other Field Support	40
<b>Total</b>	<b>2,100</b>

### Select Highlights of Employee Credential

- 1,900 A+ certified technicians<sup>(1)</sup> Trained and certified with industry-standard and vendor-specific credentials
- All CSEs have also received HIPAA, HAZMAT and Material Safety Data Sheets protocol training
- 250 U.S. Federal government agency-cleared employees; 300 airport-cleared personnel; additional Top Secret facility clearance



(1) Does not include Corporate Overhead.

(2) Approximately one-third of these technicians hold CompTIA A+ certification. The Computing Technology Industry Association (CompTIA) A+ certification is a vendor neutral credential which demonstrates competency as a computer technician beyond the basic proficiency A+ level.

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